Claims

[Claim 1] An abnormality determination system, comprising:

an index acquisition module configured to acquire, in real time, an index usable in abnormality determination about an occurrence of abnormality in a service providing system for providing a predetermined service;

a plan data acquisition module configured to acquire plan data about a plan of the predetermined service, the plan data comprising a time indication indicating a time period and an abnormality determination criterion which applies to the time period; and

an abnormality determination module configured to execute the abnormality determination based on the index and the plan data,

wherein the abnormality determination module is configured to:

determine an abnormality determination criterion about the abnormality determination based on the plan data, by determining if a current time is included in the time period indicated by the time indication of the plan data;

execute the abnormality determination based on the determined abnormality determination criterion and the index; and

determine the abnormality determination criterion based on a relationship between a condition about the plan data and the

abnormality determination criterion used when the condition is satisfied.

[Claim 2] The abnormality determination system according to claim 1,

wherein the plan data indicates a campaign time in which a campaign related to the predetermined service is run, and

wherein the abnormality determination module is configured to execute the abnormality determination based on the index and the campaign time indicated by the plan data.

[Claim 3] The abnormality determination system according to any one of claims 1 to 2,

wherein the plan data indicates a maintenance time in which maintenance related to the predetermined service is performed, and

wherein the abnormality determination module is configured to execute the abnormality determination based on the index and the maintenance time indicated by the plan data.

[Claim 4] An abnormality determination method, comprising:

an index acquisition step of acquiring, in real time, an index usable in abnormality determination about an occurrence of abnormality in a service providing system for providing a predetermined service;

a plan data acquisition step of acquiring plan data about

a plan of the predetermined service, the plan data comprising a time indication indicating a time period and an abnormality determination criterion which applies to the time period; and

an abnormality determination step of executing the abnormality determination based on the index and the plan data,

wherein the abnormality determination step is configured to:

determine an abnormality determination criterion about the abnormality determination based on the plan data, by ;

execute the abnormality determination based on the determined abnormality determination criterion and the index; and

determine the abnormality determination criterion based on a relationship between a condition about the plan data and the abnormality determination criterion used when the condition is satisfied.

[Claim 5] A program for causing a computer to function as:

an index acquisition module configured to acquire, in real time, an index usable in abnormality determination about an occurrence of abnormality in a service providing system for providing a predetermined service;

a plan data acquisition module configured to acquire plan data about a plan of the predetermined service, the plan data comprising a time indication indicating a time period and an abnormality determination criterion which applies to the time

period; and

an abnormality determination module configured to execute the abnormality determination based on the index and the plan data,

wherein the abnormality determination module is configured to:

determine an abnormality determination criterion about the abnormality determination based on the plan data, by determining if a current time is included in the time period indicated by the time indication of the plan data;

execute the abnormality determination based on the determined abnormality determination criterion and the index; and

determine the abnormality determination criterion based on a relationship between a condition about the plan data and the abnormality determination criterion used when the condition is satisfied.